

Figure 1-3. Air Carrier Specific Familiarization Briefings.



U.S. Department
of Transportation

**Federal Aviation
Administration**

Memorandum

**ATOS Certificate Management Office (CMO)
Suite 203
45005 Aviation Drive
Dulles, VA 20166**

Subject: INFORMATION: *Air Carrier Specific Familiarization Briefings*

Date: 1/18/2001

From: Manager, ATOS Certificate Management Office (CMO)

To: Certificate Management Team Principal Inspectors
Through: Office Managers, Division Managers

The purpose of this memorandum is to provide interim guidance for standardized *Air Carrier Specific Familiarization Briefings*, as part of the baseline training requirements for Air Transportation Oversight System (ATOS) Certificate Management Teams (CMTs) contained in FAA Order 8400.10, Appendix 6. The requirements of this memorandum will be incorporated into the next revision to this order.

Background. The FAA Deputy Administrator's 90-Day Safety Review conducted during the summer of 1996 examined areas of immediate concern to the agency, especially with respect to safety inspection, and made recommendations which could be implemented in the near term. Recommendation 2 of the 90-Day Safety Review called on Flight Standards to "*Improve air carrier guidance systems and follow-up activities to mitigate safety risks and increase the leverage of FAA resources. Ensure that safety information reaches the right people at the right time and continue efforts to improve data quality and analysis*". The Air Transportation Oversight System (ATOS) was developed in response to that recommendation.

In 1998, the Flight Standards Service Director disseminated a memorandum requiring the ATOS Certificate Management Offices (CMO) to provide carrier-specific training to the geographic inspectors assigned to the certificate management teams. Although the memorandum outlined several content areas that were to be addressed during these sessions, there was little standardization among the ten ATOS CMO. AFS-500 was directed to formalize this training in conjunction with the ATOS Program Office and representatives from the ATOS CMO.

Air Carrier-Specific Familiarization Briefings Policies and Procedures. A formal training course is not feasible due to the uniqueness of each air carrier's operations. However, to ensure that the information each CMT member receives is of sufficient quality and depth, ATOS CMO shall use the following policies and procedures to plan, conduct, and document initial and recurrent *Air Carrier Specific Familiarization Briefings*. These briefings will be provided to each CMT member on initial assignment to the CMT. They

may be conducted one-on-one or for a group of new CMT members at the option of the Office manager. On a yearly basis, generally at the annual planning meeting, each CMT member will receive briefings in applicable subjects to refresh their knowledge and be made aware of any significant changes in the air carrier's operations.

a. **Outline of Subjects:** Appendix 1 of this memorandum contains an outline of subjects that should be covered during initial and recurrent briefings, as appropriate to the specific air carrier, and recommended minimum programmed hour requirements. Additional subjects may be included, at the discretion of individual CMO.

b. **Applicability:** Each inspector assigned to the CMT shall receive briefings in the General Topics and the subjects specific for his or her specialty. Data Evaluation Program Managers (DEPM) and Operations Research Analysts (ORA) shall receive briefings in the General Topics and in the subjects specific to Operations, Cabin Safety, Maintenance, and Avionics.

c. **Methodologies:** The Air Carrier Specific Outline of Subjects may be presented by a combination of lecture, site-visits, and directed self-study. Directed self-study shall be completed during normal working hours and shall not be used for more than 50% of recommended programmed hour requirements. The CMO will provide self-study materials with a cover letter to the inspector's manager.

d. **Air Carrier-Specific Briefing Presenters:** The personnel tasked with conducting lecture portions of the Air-Carrier Specific Familiarization Briefings will be inspectors assigned to the CMT with expertise in the covered subject. FAA Briefing and Presentation Techniques Correspondence Course (Catalog Number 14010) is recommended for presenters without prior experience as instructors.

e. **Assessment:** Satisfactory completion of the briefings will be measured by an open-book oral or written quiz conducted by the CMO.

f. **Record-keeping:** Each CMO will maintain a copy of their Air Carrier Specific Familiarization Briefing Outline and any Self-study Materials. The CMO will complete a record for each CMT member to document successful completion of the briefing. A copy of this record will be forwarded to the CMT member's manager for the inspector's local file.

g. **Funding:** Each CMO is responsible for the costs associated with completing the Air Carrier-Specific Familiarization Briefings.

Authority. The CMO Manager or designee is authorized to determine which subjects in the Air Carrier-Specific Outline of Subjects are applicable to the air carrier's operations, and to determine the applicable amount of lecture and self-study hours.

Responsibility. The CMO Manager is responsible for ensuring that Air Carrier-Specific Familiarization Briefings are provided to all members of the CMT, using the guidance

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Figure 1-3

Appendix 6

contained in this memorandum. Each CMT member's Manager is responsible for assigning directed self-study, providing official duty time for the individual to complete the self-study, and ensuring that the assigned self-study has been completed.

Process Measurement. Presenters will conduct appropriate oral or written quizzes to ensure satisfactory completion of the recommended briefing subjects. Completion of each subject is documented in the inspectors' records.

Controls. The CMT member's Manager will receive and assign directed self-study materials after checking available resources. Principal Inspectors will verify that inspectors assigned to the CMT have completed baseline training, including Air Carrier Specific Familiarization Briefings, before assigning them to inspections.

Interfaces. Principal Inspectors will coordinate any necessary changes to the Outline of Subjects for the Briefings on an annual basis. CMT members will provide the ATOS CMO with feedback on the Air Carrier-Specific Familiarization Briefings for continuous improvement of ATOS processes.

The substance of this memorandum was developed by an inspector work group and was coordinated with Linda Goodrich, Region IV, Professional Airways Systems Specialists. Please forward a copy of this memorandum and the attachment to all ATOS CMT Managers and Principal Inspectors.

Sincerely,

Larry Youngblut
Manager, ATOS CMO

OUTLINE OF SUBJECTS

GENERAL TOPICS - All specialties

(Recommended Minimum Hours – 8)

1. OVERVIEW OF AIR CARRIER

- **Brief History**
 - Mergers
 - Acquisitions
 - Financial Status (i.e. bankruptcies)
 - Compliance Attitude
 - Corporate Headquarters Location
 - Main Base Location
 - Corporate Philosophy
- **Air Carrier Demographics**
 - Key personnel (names/phone numbers)
 - Organization chart
 - Major Programs
 - Location of Hubs
 - Location of Training Bases
 - Location of Maintenance Facilities
 - Personnel Strengths
 - Agent for Service
 - Communications
 - Special operations
 - Fleet Demographics
 - Aircraft Numbering System
- **Areas of Operations**
 - Type/Fleet type of activity
 - Concentrations of Activity
- **Code sharing/wet lease/interchange**
 - Airline participants
 - Foreign flight attendant supernumeraries
- **Future Plans of the Air Carrier**

2. CERTIFICATE MANAGEMENT TEAM

- **Key Personnel**
 - Listing (name and phone number of all)
 - PI's (including PSI and Regional Hazmat)
- **Policies and Procedures for CMT**
 - Responsibility for coverage of incidents and occurrences.
- **Individual Interests / Specialties**
 - Type ratings, areas of interest, background and experience.
- **Communications**
 - Types of information to be requested directly from air carrier (Points of Contact)
 - Information available from the CMO
 - Points of Contact and Protocol

GENERAL TOPICS - All specialties (continued)

3. BACKGROUND OF CSP

- **Special Emphasis Areas**
 - Results of ACAT/SSAT
 - New and Pending Issues

4. COMPANY MANUALS

- **Overview of Air Carrier Manual System**
 - Manual Numbering
 - Master listing of all parts of the air carrier's manual
 - Where to find the master listing
 - Where certain manuals are located
- **Types and Identification of Manuals**
 - Hard copies
 - Computerized manuals; CD ROM
- **Location of Manuals**
 - Required on aircraft
 - Required software if applicable
 - Required for crewmembers
 - Microfiche reader
 - Required at stations
- **Distribution and Revision**
 - Determining current revision status
 - Use of computer if applicable
 - What method is used to issue revisions?
 - Tracking responsibilities
- **Alerts and Bulletins**
 - Method to determine current status
 - Transmission of bulletins and revisions

5. SECURITY AND ACCESS

- **Access to Ramp and Facilities**
 - Site specific requirements
 - Air Carrier's security coordinators
- **ID Badges**
- **Cockpit Keys**
- **Security Alerts for Travel Advisories**

6. HAZARDOUS MATERIALS

- **Acceptable Shipments**
- **Documentation**
- **Location verification**
- **Company Material (COMAT)**

GENERAL TOPICS - All specialties (continued)

7. EN ROUTE PROCEDURES

- **Jump seat authorization and Procedures**
 - Jump seat operation
 - Radio operation; Headset location and use
- **Requirement for International Travel**
 - Country Clearance Forms
 - Passport and Visa

8. FLIGHT DECK PROCEDURES

- **Checklist location and use**
 - Cockpit flows
- **Quick Reference Handbook (QRH) location and use**
- **Safety briefing**
- **Crew Briefing; communication**
- **Required paperwork / documentation**
 - Location of logbooks (flight deck / cabin)
 - Location of MEL
 - Airworthiness release
 - Placards
- **Unique fleet/air carrier procedures**
- **ACARS**
 - Weight and Balance
 - Release Amendments
 - Communications

9. CABIN PROCEDURES

- **Exit Seating**
 - **Emergency Equipment**
 - Location
 - Pre-flight if applicable for flight attendants
 - **Markings and Placards**
 - **Carry-On baggage**
 - **Special Procedures**
 - **Medical Emergencies**
 - Medical Oxygen
 - Medlink
 - AED (defibrillators)
 - **Couriers**
 - **Cargo/Animal Handlers**
 - **Cockpit/Cabin Communications**
 - **Carriage of Weapons**
 - Forms and procedures
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SPECIFIC TOPICS - All specialties
(Minimum Recommended Hours –8)

1. AIR CARRIER PROGRAMS

- **Deicing**
 - General Procedures and Training
 - Paperwork
- **Fueling**
 - General Procedures and Training
 - Paperwork
 - Passenger handling during fueling
 - Bonding and grounding
- **Pushback/Powerback Procedures**
- **International Procedures**
 - Crew check-In time
 - Crew Complement
 - Flight/duty and rest computation
 - General Declaration
 - Passport and Visa Requirements
- **Special and Ferry Flight Procedures**
- **Cargo Operations**
- **Security**
 - Hijack procedures
 - Interference with crew members

2. RECORDS AND REPORTING

- **General**
 - Format: Paper, microfiche, electronic
 - Electronic signatures
 - Security Issues
 - Custody and retention
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3. OPERATIONS SPECIFICATIONS

- **Exemptions and Deviations**
 - **Special Areas of Operations**
 - **Special Authorizations and Programs**
 - Power back procedures
 - Single engine taxi
 - Extended over water operations with two engine airplanes (ETOPS)
 - Areas of Magnetic Unreliability (AMU)
 - Lower Landing Minimums (LIMP)
 - Minimum Navigation Performance Standards (MNPS)
 - Flight Operations Quality Assurance (FOQA)
 - Aviation Safety Action Program (ASAP)
 - Reduced Vertical Separation Minimums (RVSM)
 - Cat III Procedures
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SPECIFIC TOPICS - All specialties (continued)

4. STATION FACILITIES

- **Manuals**
- **Fueling Equipment and Facilities**
- **Maintenance Support**
- **Contract Services**
- **Passenger and Baggage Screening**
- **Cargo**
- **Marshalling and Ground Handling**

**OPERATIONS AND CABIN SAFETY
TOPICS**

(Recommended Minimum Hours – 8 to 16)

1. FLIGHT OPERATIONS PROGRAMS

- **Flight Planning and Documentation**
 - Performance and Operating limits
 - Operational Release
 - Format of the Release Package
 - Supplemental operations
 - Passenger Manifest
 - Weather
 - Weight and Balance
 - Documentation Transmittal
- **Dispatch and Flight Following**
 - Centralized Procedures
 - Shared Procedures
- **MEL/CDL System/Deferral Process**

2. TRAINING AND QUALIFICATIONS

- **Overview**
 - Operations specifications /specific training requirements
 - Types of training conducted (wet lease, AQP)
- **Training Facilities and Equipment**
- **Key Fleet Personnel**
- **Documentation of Personnel Requirements and Training**
- **Outsource Training**

3. REST AND DUTY TIME

- **Flight Crew**
 - Records and Reporting
 - Scheduling
- **Cabin Crew**
 - Records and Reporting

- Scheduling

OPERATIONS/CABIN SAFETY TOPICS (Cont.)

- **Dispatch**
 - Records and Reporting
 - Scheduling

4. CABIN SAFETY

- **Flight Attendant Duties/Cabin**
 - Supernumeraries
 - Wet Lease operations
 - Reporting Discrepancies
 - Seatbelt discipline
 - Child Restraint
 - Smoking requirements
 - Number of Required Flight Attendants
 - Briefing Requirements
 - Reporting of Mechanical discrepancies
 - Sterile cockpit
- **Passenger Handling**
 - Interference with crewmember programs
 - Passengers who may appear intoxicated
- **Carry-On Baggage**
 - Screening
 - Carry-On Baggage Program
 - Regional Airline differences
- **Exit Seating**
 - Announcements; Briefing Cards
 - Interpreters
- **Gate Agent Procedures**
 - Passenger Service
 - Supplemental Operations
- **First Aid and Medical**
 - Medlink procedures
 - CPR Training
 - Equipment Required
 - Other Equipment

MAINTENANCE AND AVIONICS TOPICS

(Recommended Minimum Hours – 8 to 16)

1. MAINTENANCE SYSTEMS

- **Air Carrier Procedures**
 - General Procedures Manual
- **SUPS/Parts and Materials**
 - Site Receiving inspection
 - Scrap Parts Procedures
- **Ground Handling/Taxi/Run Up Procedures**
- **Calibrated Tools and Test Requirements**

MAINTENANCE AND AVIONICS TOPICS (Cont.)

- **Maintenance Inspections**
 - **Required Equipment**
 - Aircraft
 - Fly away kit
 - Maintenance library
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2. RECORDS AND REPORTING

- **Maintenance Logbooks/Recording**
 - **Aircraft Records/Aircraft Listing**
 - **Mechanical Interruption Summary**
 - **Mechanical Reliability Reports**
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3. OPERATIONS SPECIFICATIONS

4. STATION FACILITIES

- **Parts and Equipment**
 - **De-icing Procedures**
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5. MAINTENANCE ORGANIZATION

- **Maintenance Control**
- **Engineering Systems and Forms**
- **Internal Evaluation and Quality Assurance**
- **AD Management**
- **Training Programs**
 - Overview of qualifications and training
 - Operations Specifications/specific training
 - Types conducted
 - Training facilities/equipment
 - Key Personnel
- **Contract Maintenance and Repair Stations**
 - Training Verifications

MAINTENANCE AND AVIONICS TOPICS (Cont.)

Airworthiness Release

- Format of the release package
- Supplemental operations
- Maintenance Releases

• **Weight and Balance**

• **MEL/CDL**

- Preamble; General; Revision Status
- Deferral and Tracking
- Coordination with Maintenance Control
- Action Required for Inoperative Items
- Interim Actions; DENT Program

• **Special Programs**

- Extended Over water Operations with two engine aircraft (ETOPS)
- Area of Magnetic Unreliability (AMU)
- Lower Landing Minimums
- Minimum Navigation Performance Standards (MNPS)
- Aviation Safety Action Program (ASAP)
- Flight Ops Quality Assurance (FOQA)
- Reduced Vertical Separation (RSVM)
- Reliability Program
- Repeat Maintenance Items
- Required Inspection Items (RII)
- Continuing Analysis Surveillance (CASS)
- Coordination Agency for Supply Evaluation (CASE)
- Corrosion Prevention Control Program (CPCP)
- Aging Aircraft Program
- SID/SSID